

Approved
MEETING MINUTES
STATE CONSUMER AND FAMILY ADVISORY COMMITTEE

April 10, 2008

Present: Carl Britton-Watkins, Wilda Brown, Terry Burgess, Zack Commander, Bill Cook, Kathy Crocker, Carol DeBerry, Judy Dempsey, Libby Jones, Ron Kendrick, Marian Spencer, Andrea Stevens, David Taylor Jr. and Amelia Thorpe.

Absent: Beaufort Bailey, Marianne Clayter, Tisha O’Neal-Gamboa, Carl Noyes and Cynthia Vester.

Staff Present: Steve Hairston, Chris Phillips, Ann Remington, Cathy Kocian, Becky Ebron, and Glenda Stokes.

Guests: Carolyn Anthony, Fred Johnson, Jeffrey Morgan and Judy Taylor.

Presenter & Topic	Discussion	Action
Welcome: Carl Britton-Watkins, SCFAC Chair	<ul style="list-style-type: none"> The meeting was called to order at 9:30 AM. The agenda and minutes from the last meeting were reviewed. Marian Spencer announced her resignation from the State CFAC effective June 30, 2008. She has accepted a Board position with a new free clinic in Elkin that will serve the needs of individuals including mh/dd/sas patients. 	<p>The agenda was approved with changes.</p> <p>The March 2008 minutes were approved.</p>
Public Comments/Issues	<ul style="list-style-type: none"> Jeffrey Morgan, a self-disclosed consumer of mental health services, related his experiences with the service system for the past eleven years. Mr. Morgan expressed numerous concerns about the service system including the potential for consumers to get lost in the system. He went on to say that insurance drives decisions regarding treatment and the length of hospital stays as well as the service array being offered and received. Judy Taylor noted that the state is currently modifying the CAP-MR/DD Waiver to include ranges of funding for various tiers which are defined by acuity levels. Judy said that the new CAP MR/DD Waiver will allow for MicroEnterprises. In addition, she stated that the Centers for Medicare and Medicaid Services (CMS) must approve the proposed tiered service levels. In order to get input, the Division is holding three public forums across the state in May. Information on the May 2008 public forums can be found at www.ncdhhs.gov/mhddsas/capmrrd/index.htm#wavier SCFAC members requested information on the prevalence of babies born with developmental disabilities in NC. 	<p>Ann Remington will research the prevalence rates and provide SCFAC members with the requested information.</p>
Mercer Report	<ul style="list-style-type: none"> SCFAC members discussed the Mercer report and governance issues. The three strategic options identified by Mercer include: 	

Approved

	<ol style="list-style-type: none"> 1. Create three to five regional entities and convert the other existing LMEs into core service providers, 2. Create a central management entity for the entire state, which could be formed through a consortium of existing LMEs, with some becoming providers or core service agencies or 3. Use voluntary consolidation to reduce the number of LMEs to fewer than 20. <ul style="list-style-type: none"> • Chris Phillips pointed out that reform legislation included the intention for LMEs to consolidate to create administrative efficiency and that voluntary mergers have not worked. Chris also pointed out that Secretary Benton has expressed the idea of having a more centralized regional structure with more centralized authority. • Ron Kendrick wanted to know what the relationship is between the Division and the LMEs for accountability purposes. Kathy Crocker stated that there are enforcement issues related to governance and that monitoring issues need to be addressed in the local areas. • SCFAC members agreed to submit a letter to the LOC, the Secretary and the Division's Executive Leadership Team (ELT) in support of Regional Management Entities (RMEs) with a structured reporting process and a shift in governance authority and to the Department so that it can effectively manage the system. Kathy Crocker, Judy Dempsey and Ron Kendrick will work on the contents. 	<p>Kathy Crocker agreed to produce the final letter supporting RMEs reporting to the Secretary who would have hiring and firing authority. In addition, the RMEs would have the same authority with providers who are out of compliance.</p>
Regional Customer Service Office Trainings: Glenda Stokes	<ul style="list-style-type: none"> • Glenda Stokes provided SCFAC members with an overview of the upcoming Regional Customer Service and Consumer Rights Train-the-Trainer Workshops in three different cities: <ul style="list-style-type: none"> ○ May 9, 2008 in Greenville, NC. ○ May 13, 2008 in Raleigh, NC and ○ May 29, 2008 in Morganton, NC. • The training was developed for LME staff, CFAC members, consumers and family members, Client Rights committee members and provider representatives. Each LME may bring up to five people. The trainings will have co-presentations by consumer and/or family representatives from the local areas. 	
Nominating Committee 2008	<ul style="list-style-type: none"> • The following SCFAC members have agreed to be on the SCFAC Nominating Committee: <ul style="list-style-type: none"> ○ Terry Burgess, Chair, ○ Carol DeBerry, ○ Wilda Brown and ○ Andrea Stevens. • Sub-committee members will contact SCFAC members regarding their 	<p>The sub-committee will present a list of potential candidates at the May meeting for the June 2008 election.</p>

Approved

	<p>interest in serving in an officer position during the 2008-2009 fiscal year.</p> <ul style="list-style-type: none"> • In accordance with the approved bylaws, SCFAC members may vote by proxy if unable to attend the scheduled meeting. 	
SCFAC Written Reports	<ul style="list-style-type: none"> • Carl Britton-Watkins distributed a written report on Crisis Services Planning. • Judy Dempsey submitted the written minutes from the recent Staff Qualifications workgroup meeting. • Libby Jones distributed a brief report on the Cultural Competence Committee. 	
SCFAC Bylaws	<ul style="list-style-type: none"> • SCFAC members voted to amend their bylaws to allow Co-Chairs and/or Co-Vice Chairs. In addition, the committee defined excused absences and established that members shall be in attendance for two-thirds of the scheduled meeting. • In accordance with current SCFAC bylaws and the approved attendance policy, committee members discussed current membership and committee members that are unable to attend scheduled SCFAC meetings. 	<p>Cathy Kocian will modify the bylaws according to the vote and distribute final copies at the May meeting for approval.</p> <p>Carl Britton-Watkins will contact the appointing authorities and request removal of Carl Noyes. In addition, Carl will contact Beaufort Bailey regarding his present appointment on SCFAC.</p>
Quality Management NC TOPPS Report: Becky Ebron	<ul style="list-style-type: none"> • Becky Ebron, Quality Management Team member, provided SCFAC members with an overview of the proposed current revisions of the NC TOPPS survey. Becky stated that the federal government is looking at outcome measures (i.e., housing, employment, education, etc). According to Becky, it is a problem to get providers to utilize the NC TOPPS instrument which thereby makes it difficult for the Division to gather important outcome data. Becky stated that the LMEs are being accountable by the Division for complying with NC TOPPS requirements. • There will be seven provider focus groups held in four regions of the state during the weeks of April 7 and April 14, 2008. In addition, there will be two consumer focus groups held the weeks of April 21, and April 28, 2008. NC Families United is responsible for coordinating and facilitating the consumer focus groups. • For additional information on NC TOPPS, please visit the website: www.ncdhhs.gov/mhddsas/nc-topps/index.htm 	
Critical Issues Sub-Committee: Ron Kendrick	<ul style="list-style-type: none"> • Marian Spencer reviewed the critical action plan <i>Strengthen Local CFACs</i>. In addition, she distributed a proposed questionnaire for local CFACs to provide feedback on last year's CFAC Data Report. • Ron Kendrick reminded members that SCFAC is charged with two deliverables under statute: <ul style="list-style-type: none"> ○ Provide technical assistance to local CFACs and ○ Receive input from the local CFACs. 	

Approved

	<ul style="list-style-type: none"> State CFAC members provided the following ideas about the ways the State CFAC could provide technical assistance: <ul style="list-style-type: none"> Trainings and/or conferences, Identify and locate professionals with experience in a particular area, Develop and communicate assistance through white papers, Attend local CFAC meetings to answer questions, Work to increase consumer and family voice in workgroups, Assist Local CFACs in bridging the gap with the Division, Provide training on law and LME services, Provide information, support, referrals, resources and training, Provide strategies or techniques to assist with development or provisions of services, Provide support and assistance with connections, Provide resource manual with local CFAC role/statute and SCFAC statute, Liaison needs to attend trainings and Improve communication in order to identify local CFAC needs and ways of helping local CFACs. 	Marian Spencer will finish the development of the draft questionnaire for approval by SCFAC members.
Next Meeting Date	The next meeting is scheduled for May 8, 2008 from 9:30 A.M. – 3:00 P.M. The meeting will be held in the Four Sisters Room at the Clarion Hotel State Capital, 320 Hillsborough Street, Raleigh, NC.	
May 2008 Meeting Agenda	Approval of the Agenda. Approval of the April 2008 minutes. Discussion with Division Leadership. Public Comment & Issues Session. Nominating Committee Report. Mercer Report. Representative Lucy Allen to discuss mileage reimbursement rates. Critical Issues. SCFAC Sub-Committee Written Reports. Action Recap.	
Future Discussion		